



Tips for working with **VOLUNTEERS**

## THE VOLUNTEER PAYCHECK

- Smile
- Treat to coffee/soda/lunch
- Send a birthday card
- Arrange for discounts
- Give service stripes/pins
- Maintain a coffee bar
- Plan annual ceremonial occasions
- Invite to staff meeting
- Accommodate personal needs/problems
- Be pleasant
- Shake hands
- Provide a baby-sitter
- Give informal “coketail” parties
- Say “Good Morning”
- Greet by name
- Have a Volunteer Appreciation Day
- Motivate agency administration to verbally acknowledge
- Give additional responsibility
- Honor their preferences
- Commend to supervisor
- Publish commendations
- Put name in newsletter
- Put picture on bulletin board
- Send a Valentine
- Recommend to prospective employer
- Provide additional training/send to outside workshops
- Offer advocacy roles
- Offer opportunity to train new volunteers
- Plan occasional extravaganzas
- Have a Volunteer of the Month
- Send a letter of appreciation to employer
- Send a copy of commendation to employer
- Nominate for awards
- Write thank you notes
- Have a picnic
- Provide thank you notes for supervisors to send
- Plan staff/volunteer social events
- Offer promotional opportunities

- **Plan ahead and be prepared for your volunteer**
  - Plan tasks for volunteer and confirm schedule
  - Describe how volunteer’s role fits with City’s mission
  - Give volunteers a sense of belonging to the group
  - Review the office basics
    - Exchange contact information for illness and scheduling changes
    - Introduce the volunteer to staff
    - Provide a place to put personal belongings
    - Talk about breaks (inform staff when leaving)
    - Restroom and snack room locations
- **Know your volunteers**
  - Learn what motivates them – i.e. achievement, authority, affiliation
  - Ask them about their strengths and weaknesses
  - Find out what makes them feel appreciated
- **Respect them and their time**
  - Expect only what they have offered
  - Know they are intelligent and have experience
- **Set aside time for training**
  - Provide information and instructions in small steps
  - Encourage questions and give immediate feedback
- **Give day-to-day supervision**
  - Ask the volunteer to tell you what is challenging about the position
  - If you see a problem, make a correction immediately
  - Ask for honest feedback from the volunteer
- **Always say “Thank you” and “Glad you came”**